

Perry Point VA Medical Center

VISITOR GUIDE



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Maryland Health Care System

Perry Point VA Medical Center

Perry Point, MD 21902

410-642-2411 | Toll-Free: 800-949-1003

Eligibility and Enrollment: 877-222-8387

www.maryland.va.gov

Welcome to the Perry Point VA Medical Center



It is my pleasure to welcome you to the Perry Point VA Medical Center, a division of the VA Maryland Health Care System. The medical center provides a broad range of inpatient, outpatient and primary care services. As the largest inpatient facility in the health care system, the medical center provides inpatient intermediate and long-term care programs including nursing home care, rehabilitation services, geriatric evaluation and management, respite care, and hospice care. The medical center is also a leader in providing comprehensive mental health care to Maryland's Veterans and offers recovery focused residential and outpatient mental health and substance abuse care for Veterans.

This Visitor Guide provides a directory of services and patient care areas, maps of the campus, information about patient and visitor amenities, directions to the medical center, and a listing of important phone numbers.

Here at the Perry Point VA Medical Center and throughout the VA Maryland Health Care System, we are committed to providing safe, quality and compassionate care to Veterans. As an Army Veteran, I want to thank you for allowing us to serve your health care needs.

Sincerely,

Jonathan R. Eckman, P.E.

Director, VA Maryland Health Care System

Patient and Visitor Information

Appointments

To schedule, change, cancel or confirm a clinic appointment, please contact the Appointment Center at 410-605-7333, Monday through Friday from 7:30 a.m. to 4:30 p.m. To schedule an acute appointment, please call the Telephone Care Line Monday through Friday (except holidays) from 7:30 a.m. to 4:30 p.m. at 800-865-2441. If you have a life-threatening emergency, immediately dial 911.

Automated Teller Machine (ATM)

There is an ATM across from the Barber Shop in Building 17H that is available 24 hours a day.

Canteen Locations & Hours

The Canteen Retail Store, Food Court and Barber Shop are located in Building 17H and are open the followings days and times, but may be subject to change:

Retail Store:	Monday – Friday	7:30 a.m. to 3:30 p.m.
	Saturday	8 a.m. to 2 p.m.
Food Court	Monday – Friday	7 a.m. to 2 p.m.
Barber Shop	Hours vary, call 410-642-2441, ext. 25698	

Chapel

The All Faiths Chapel is located in Building 314 and is open 24 hours a day, 7 days a week. Religious services are conducted in the All Faiths Chapel on a daily basis. For a schedule of religious services or for more information about Chaplain Service, please call 410-605-7070.

Mass Transportation

The Perry Point VA Medical Center is served by Cecil Transit (Route 2 – Cross-County Connection) and Harford Transit Link (Route 5 – Teal Line – Aberdeen, Perryville, Havre de Grace and Perryman). For a schedule and route information for Cecil Transit, visit www.ceciltransit.com. For a schedule and route information for Harford Transit Link, visit www.harfordtransitlink.org.

New Patients

Veterans can apply for VA health care by visiting the Admissions Office, which is located in the lobby of Building 361. The Admissions Office is open Monday through Friday from 8 a.m. to 4 p.m. For information about VA health care eligibility or how to enroll for VA health care, call 877-222-8387 Monday through Friday between 8 a.m. and 8 p.m. or visit www.maryland.va.gov and click on “Become a Patient.”

Parking

Outpatients & Visitors – There is free parking available for outpatients and visitors throughout the medical center campus, including designated spaces for handicapped parking.

Inpatients – Parking is not available for inpatients. If an emergency situation requires temporary parking, space will be provided pending arrangements for removal of the car.



Patient Advocate

At the Perry Point VA Medical Center and throughout the VA Maryland Health Care System, we strive to provide the best care possible in the most courteous and efficient manner. If you have a problem with your VA health care services that you have been unable to resolve with your treatment team, or you have a concern or a compliment about the customer service provided by any of our staff members, please contact a Patient Advocate by calling 410-642-2411, ext. 25097.

Perry Point Veterans Museum at the Grist Mill

The Perry Point Veterans Museum at the Grist Mill, which is located off of Sixth Street on Avenue A, is open Thursdays and Saturdays, with tours for groups of 10 or more available by appointment. The museum celebrates the medical center's rich history of providing health care to our nation's Veterans, in addition to chronicling the unique historical aspects of the campus and its first settlers. Since the museum is staffed by community volunteers, we encourage you confirm the hours of operation before scheduling your visit. To confirm the hours of operations or to schedule a group tour of the museum, please call 410-642-2411, ext. 22151. For additional information, you can visit the museum's website at www.maryland.va.gov/veteransmuseum.asp.

Photo & Video Guidance

The Perry Point VA Medical Center respects the privacy of all Veterans, patients and employees. Because of this, the following guidelines are provided when taking photos or videos inside the Perry Point VA Medical Center:

- Visitors may take a photo or video of a patient they are visiting in their hospital room with his/her consent. Do not include other patients, employees or patient identifiable information in any photos or videos.

- Visitors are asked to refrain from taking photos or videos in public areas of the Perry Point VA Medical Center to protect the privacy of our Veteran patients.

Shuttles

For the convenience of our Veterans patients, shuttles run weekdays to and from the Baltimore VA Medical Center and the Cambridge VA Outpatient Clinic. For a listing of shuttle schedules, please visit www.maryland.va.gov/patients/shuttle.asp. Reservations are required to ride the shuttles and can be made by calling 410-642-2411, ext. 26050.

Smoking Policy

The Perry Point VA Medical Center is a smoke-free facility. Patients and visitors may not smoke anywhere in the medical center or throughout the campus.

Visitor Guidelines

There have been a number of visitor restrictions in place for the protection of our Veteran patients and employees as a result of the COVID-19 pandemic. These visitor restrictions change on a regular basis, so please contact a member of the treatment team for the current visitor guidelines.

Volunteer Coffee Stand

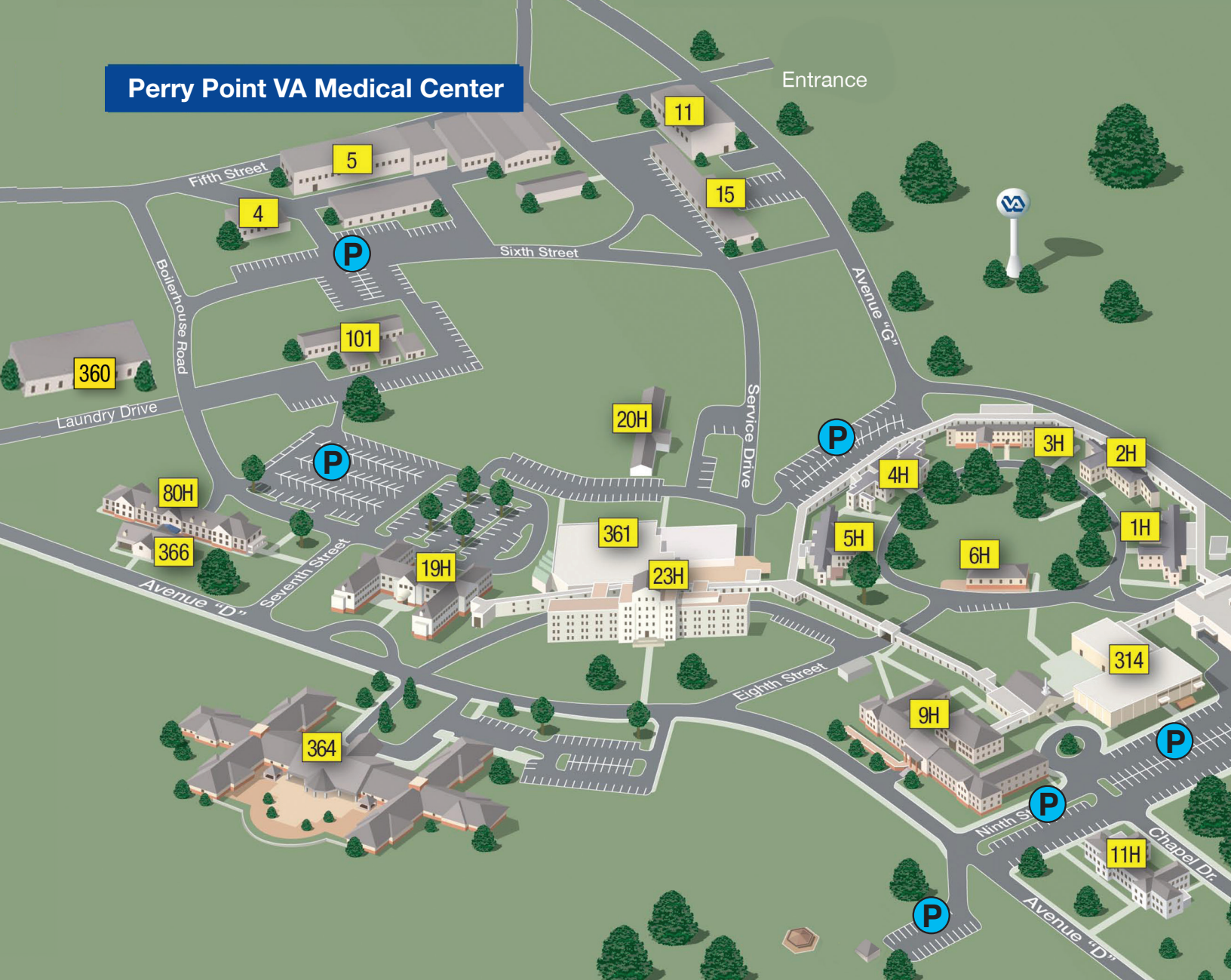
There is a volunteer run coffee stand located on the ground floor of Building 361 by the Outpatient Clinic waiting area that serves free coffee and tea to Veteran patients and their family members. Quivey's Coffee and Vending is open Monday through Friday from 7:30 a.m. to 11:30 a.m.

WiFi Internet Access

Free WiFi Internet access is available in the following locations throughout the Perry Point VA Medical Center:

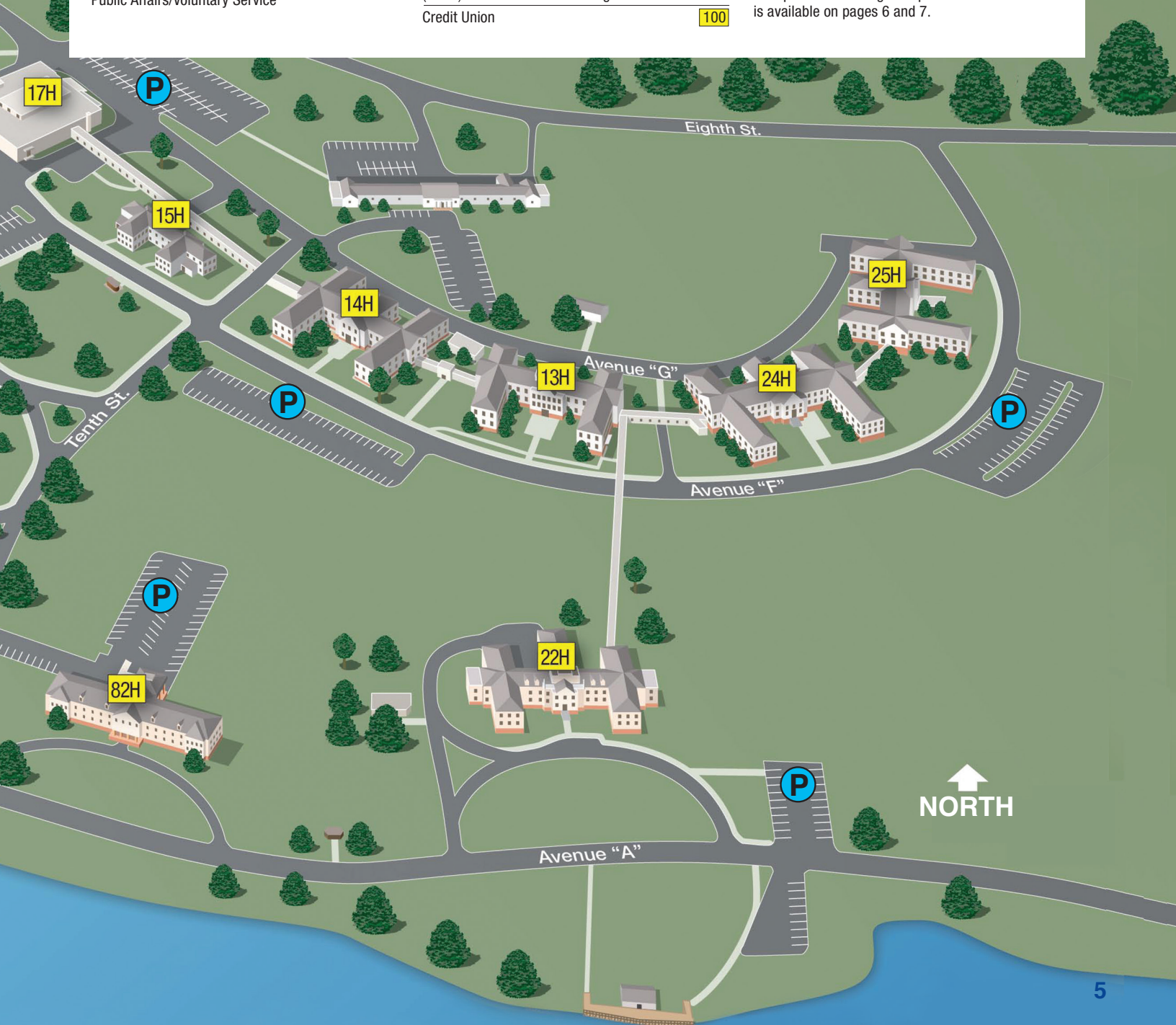
- Building 1H, Domiciliary Care Unit
- Building 14H, Community Living Center Units
- Building 15H, 1st & 2nd Floors
- Building 17H, Canteen Cafeteria
- Building 19H, 1st Floor, Hospice Unit
- Building 23H, 1st Floor, Patient Waiting Area
- Building 23H, 2nd Floor, 23A Community Living Center Unit
- Building 23H, 3rd Floor, 23B Community Living Center Unit
- Building 82H, 1st Floor, Homeless Veterans Program
- Building 361H, 1st Floor, Outpatient Clinic Waiting Areas
- Building 364H, 1st Floor, Dining Room

Perry Point VA Medical Center

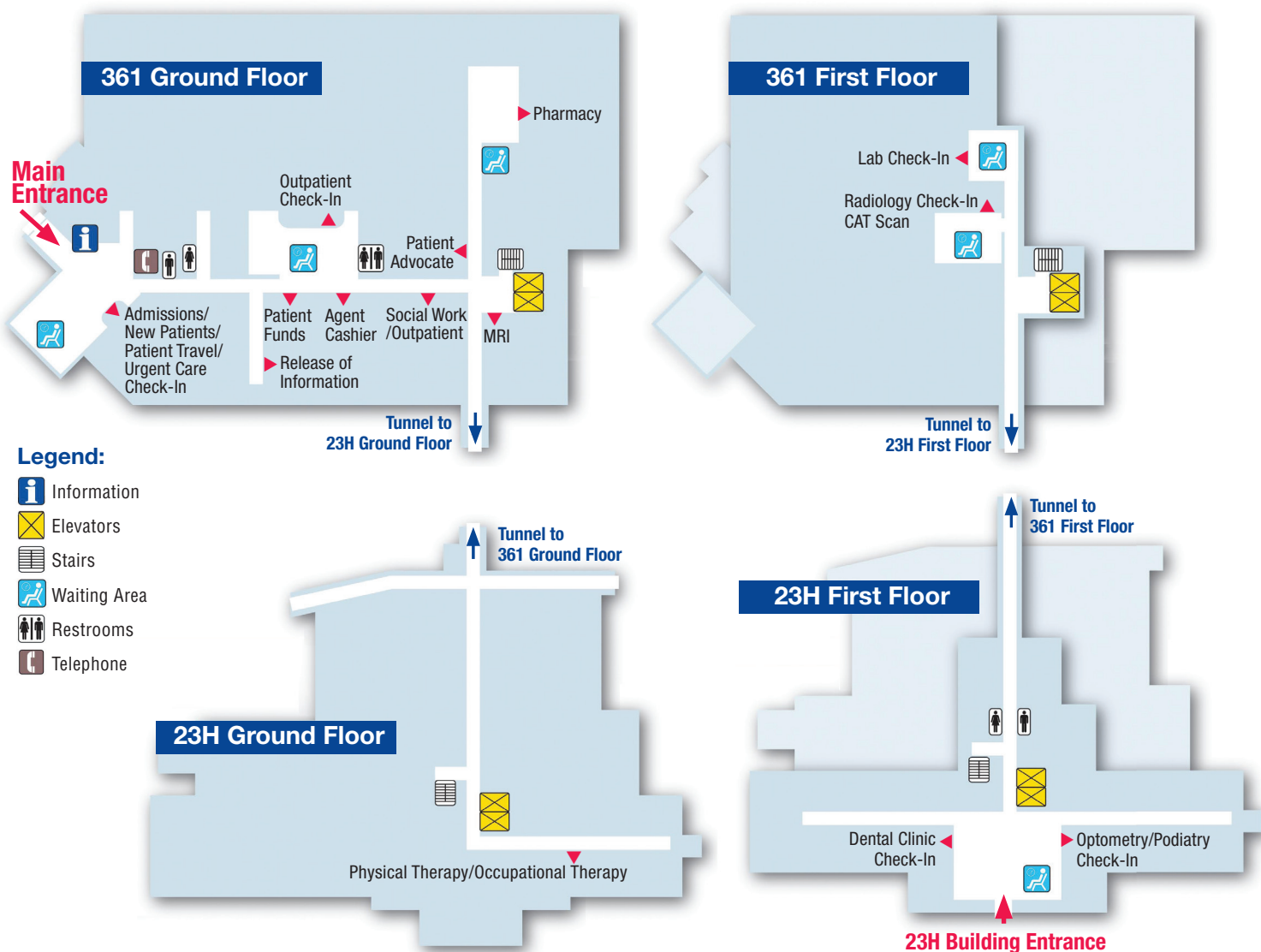


Building Directory

Service/Section/Department	Building	Service/Section/Department	Building	Service/Section/Department	Building
Domiciliary	1H	ATM/Canteen Barber Shop, Food Court & Retail Store/Nutrition & Food Service	17H	Contracting/Facilities & Engineering Service/ Safety & Occupational Health Service	101
Cooperative Studies Program	4	EEO Office/Hospice Unit/Residential Wellness Center	19H	Bowling Alley/Chapel/Chaplain Service/ Gym/Recreation/Theater	314
Finance & Accounting Service	4H	Medical Media/Medical Media Studio	20H	Supply Chain Management Service	360
Public Health	5	Substance Abuse Residential Rehabilitation Treatment	22H	Admissions/Agent Cashier/CAT Scan/Lab/ MRI/Outpatient Clinics/Patient Advocate/ Patient Funds/Patient Travel/Pharmacy/ Radiology/Release of Information/Urgent Care	361
Employee Education/Executive Office/ Worker's Compensation	5H	Community Living Centers/Dental/ Occupational Therapy (OT)/Optometry/ Physical Therapy (PT)/Podiatry	23H	Psychosocial Residential Rehabilitation Treatment Program/Vocational Rehabilitation	364
Escort Service/Prosthetics	6H	Fire Department	26	Psychosocial Rehabilitation & Recovery Center	366
Warehouse	11	Police Service	59	Mansion	501
Dependent Credentialing Office/ Human Resources Management Service	11H	Post Office	64	Grist Mill/Veterans Museum	504
Environmental Management	13H	Mental Health Outpatient	80H	Parking	P
Service/Office of Information & Technology/ Personnel Security	13H	Chesapeake Health Education Program (CHEP)/Homeless Veterans Program	82H	An alphabetical listing of departments and services is available on pages 6 and 7.	
Community Living Centers/Kinesiotherapy (KT)	14H	Credit Union	100		
Care in the Community/DAV Transportation/ Public Affairs/Voluntary Service	15H				



Floor Plans for Buildings 361 & 23H



Department and Service Directory

Department & Service	Building	Floor
Admissions/New Patients	361	Ground
Agent Cashier	361	Ground
ATM (Across from Barber Shop)	17H	First
Audiology & Speech Pathology	361	Ground
(Outpatient Check-In)		
Bowling Alley	314	Basement
Canteen Barber Shop	17H	First
Canteen Food Court	17H	First

Department & Service	Building	Floor
Canteen Retail Store	17H	First
Cardiology Clinic	361	Ground
(Outpatient Clinic Check-In)		
CAT Scan (Radiology Check-In)	361	First
Chapel	314	First
Chaplain Service	314	First
Chesapeake Health Education Program (CHEP)	82H	First

Department and Service Directory Continued

Department & Service	Building	Floor	Department & Service	Building	Floor
Community Living Centers..... (Nursing Home)	14H	First/Second	Patient Advocate	361	Ground
Community Living Centers..... (Nursing Home)	23H	Second/Third	Patient Funds	361	Ground
Credit Union.....	100	First	Patient Travel	361	Ground
DAV Transportation	15H	Second	Personnel Security	13H	First
Dental Clinic.....	23H	First	Pharmacy	361	Ground
Dependent Credentialing Office.....	11H	First	Physical Therapy (PT)	23H	Ground
Domiciliary	1H	First/Second	Podiatry Clinic	23H	First
EEO Office.....	19H	Second	Police Service	59	First
Eligibility & Enrollment/New Patients..	361	Ground	Post Office	64	First
Employee Education	5H	First	Primary Care (Outpatient Check-In)....	361	Ground
Environmental Management Service.....	13H	First	Prosthetics	6H	First
Escort Service	6H	First	Psychosocial Rehabilitation &	366	First
Executive Office	5H	First	Recovery Center		
Facilities & Engineering Service	101	First	Psychosocial Residential	364B	First
Finance & Accounting Service	4H	Second	Rehabilitation Treatment Program		
Fire Department.....	26	First	Public Affairs	15H	Second
Gym	314	First	Radiology	361	First
HELP Veterans Village.....	Village	Village	Recreation	314	First
Homeless Veterans Program.....	82H	First	Release of Information	361	Ground
Hospice Unit.....	19H	First	Residential Wellness Center	19H	First
Human Resources Management Service	11H	First/Second	Safety & Occupational Health Service	101	First
Kinesiotherapy (KT)	14H	Basement	Social Work – Outpatient	361	Ground
Lab.....	361	First	Substance Abuse Residential.....	22H	First
Medical Media/Medical Media Studio...	20H	First	Rehabilitation Treatment		
Mental Health Outpatient.....	80H	First	Supply Chain Management.....	360	First
MRI	361	Ground	Service		
Neurology Clinic/EEG..... (Outpatient Check-In)	361	Ground	Theater.....	314	First
Nutrition & Food Service	17H	First	Urgent Care.....	361	Ground
Occupational Therapy (OT).....	23H	Ground	Veterans Museum	504	Ground/ First/ Second
Office of Information & Technology.....	13H	Second	Vocational Rehabilitation.....	364	First
Optometry Clinic	23H	First	Voluntary Service.....	15H	Second
Outpatient Clinic Check-In	361	Ground	Warehouse	11	First
Pathology & Laboratory	361	First	Women's Health Clinic	361	Ground
			(Outpatient Check-In)		
			Worker's Compensation	5H	Second



Driving Directions

From Points North and South: Take I-95 to exit 93 for Route 222 east toward Perryville. At the end of the ramp, turn left onto Route 222 and proceed for about two miles to the end of the road. Turn left onto Broad Street. Continue for half a mile and turn right onto Ikea Way. In a quarter mile, turn right onto Marion Tapp Parkway. Follow the road until you come to the gated entrance of the medical center.

From the Eastern Shore: Take Route 50 west toward Baltimore. Turn right onto MD-213 and continue for approximately four miles. Merge onto US-301 north toward Wilmington, Delaware, and continue for approximately 23 miles. Turn left onto MD-313 north

and continue for approximately 2.5 miles through the Town of Galena. After passing through Galena, MD-313 will change to MD-213. Continue on MD-213 for approximately 20 miles and turn left onto US-40 west. Continue on US-40 for approximately 13 miles and turn left onto Coudon Boulevard. Continue for nearly a mile and turn left onto Ikea Way. In a quarter mile, turn right onto Marion Tapp Parkway. Follow the road until you come to the gated entrance of the medical center.

Driving on the Perry Point Campus

Please obey the posted traffic signs and speed limits when driving throughout the Perry Point campus.

Important Phone Numbers

Appointment Center	410-605-7333
Billing Information	866-393-0006
Eligibility & Enrollment	877-222-8387
Elkton Vet Center	410-392-4485
Long-Term Care Information Line ...	410-642-1121
MyHealthVet	410-605-7045
Patient Advocate	410-642-2411, ext. 25097
Perry Point VA Medical Center	410-642-2411
Prescription Refill Line	410-605-7395

Release of Information	410-642-2411, ext. 26028
Returning Veterans	410-605-7259
State Veterans Cemeteries	410-923-6981
Telephone Care Line	800-865-2441
Toll-Free Number for Perry Point....	800-949-1003
VA Benefits	800-827-1000
VA Burial Benefits	410-644-9696
Veterans Crisis Line	800-273-8255 (Press 1)
Women Veterans Services	410-605-7275